

Food and Nutrition Services: DISASTER FOOD AND NUTRITION SERVICES (D-FNS)

Hurricane Matthew

1. **Will people be able to apply for Disaster FNS through ePass?** *(Posted on 10/17/2016)*

No

2. **What will be NC FAST hours be during the D-FNS application period be if we are approved?** *(Posted on 10/17/2016)*

Monday – Saturday	5:00AM to 7:00PM
Sunday	8:00AM to 7:00PM

3. **Can one county key D-FNS applications for another county?** *(Posted on 10/17/2016)*

Yes, the process for doing this is being updated and will be provided in FAST Help. It will also be shared through NC FAST email communications.

4. **Is there a way to distinguish between the regular EBT card and the D-FNS EBT card?** *(Posted on 10/18/2016)*

Yes, the D-FNS card does not have the client's name on the card. It has a label that states it is a disaster benefit.

5. **Does the County need to request the number of D-FNS EBT cards they will need from NC DSS before the application process?** *(Posted on 10/18/2016)*

No. NC DSS will look at the current county caseload count and using a ratio of 1.25%, will project the number of cards needed. The county will receive that estimated number of cards.

If additional cards are needed, the county should contact NC DSS.

6. **What information should IA counties provide to NC DSS related to the site(s) being utilized for D-FNS applications?** *(Posted on 10/18/2016)(modified 10/24/2016)*

IA counties must provide the following information to David Locklear at david.locklear@dhhs.nc.gov upon approval for D-FNS.

- Location Name (s)
- Physical Address of Location (s)
- Primary and Secondary Contact to receive and sign for the D-FNS EBT delivery

7. **How will counties receive the D-FNS EBT cards?** *(Posted on 10/18/2016)*

The Division will coordinate with State staff for the delivery of the D-FNS EBT cards. The cards will be delivered directly to the counties, and require receipt and signature by the county

designated contact. To ensure the security of the EBT cards, only open boxes as needed. Do not open all of the boxes at once; any unopened boxes must be returned to NC DSS.

8. Will the PIN numbers be assigned to the D-FNS EBT cards? (Posted on 10/18/2016)(Posted on 10/24/2016)

The last 4 digits on the D-FNS EBT card is the PIN number. It is suggested that the client change the PIN number. The D-FNS benefits will load on the EBT card once the case is approved and processed in the overnight batch. In most instances, the benefits will be available the next day.

Please note: there is an exception for counties that received old cards.

9. Can counties use leftover EBT cards from previous disaster events? (Posted on 10/18/2016)

No. Any D-FNS EBT cards from previous disaster programs must be destroyed. Destroy these cards at this time and prior to the receipt of cards for the current event. Counties will be provided instructions on how to destroy cards from prior events.

10. What resources will be available to assist counties during the D-FNS application process? (Posted on 10/18/2016) (Posted on 10/20/2016)

A command center supported by State staff will be housed at NC FAST to assist with policy, procedural and NC FAST functionality questions during the D-FNS application period. Also State staff will be on site in each participating county during the D-FNS application period.

NC FAST will provide, upon request, laptops to counties that may have lost equipment due to flooding, etc. and for those who wish to provide mobile access. Counties should assess their need and contact their OST representative for assistance in requesting laptops.

In terms of other resources needed to support the D-FNS process, counties should refer to documents provided during the webinar. They not only address staff readiness/coordination but also client needs. This includes ADA compliance, language/interpreters, physical space, water and other needs. In terms of public restrooms, counties may coordinate with their local emergency management team to request port-a-johns through WEB EOC.

State staff providing assistance via the Command Center, will be available 8:00 am- 7:00 pm during the D-FNS period.

11. Can residents of an IA county apply for D-FNS in non-IA County? (Posted on 10/19/2016)

No, only D-FNS counties take applications because they are the only counties that will have EBT cards available to issue to applicants. Other counties that wish to help can contact the Director Association for more instruction.

12. When will counties be able to view the NC FAST D-FNS training? (Modified on 10/26/2016)

It is available on the Learning Gateway.

13. Will all twenty-eight IA counties begin their D-FNS program at the same time? (Posted on 10/20/2016)

The current waiver being submitted to USDA includes eighteen IA counties. County Directors received a listing of these counties from the Directors Association. As NC DSS receives additional county data, as required by USDA, there may be the need to submit an additional waiver to USDA.

14. Should special procedures be followed for handling/storing Disaster EBT cards? (Posted on 10/21/2016) (10/25/2016)

Only open the EBT card liners as needed. There should be two staff present at all times when there is any activity involving the EBT cards. EBT cards not in use must be stored in a locked secure area.

At the end of the D-FNS period, store all opened liners/sleeves in a locked and secure area. Please await instructions for the time and method of destruction.

For unopened D-FNS liners/sleeves, return to NC DSS as soon as possible for distribution to other counties. Instructions for this process will be sent to counties by end of day 10/25/2016.

15. Should there be a higher case sensitivity level for County DSS staff who apply for D-FNS benefits? (Posted on 10/21/2016)

Yes, NC FAST allows the sensitivity level of the case information to be increased to Level 2. This will limit the ability of other staff to view the application and related information.

16. Do you have to provide other FNS program services during the D-FNS application period? (Posted on 10/21/2016)

Counties need to designate a separate area for the disaster clients as counties must continue to operate their regular FNS program during normal business hours.

17. Will there be a manifest for clients to sign when they are given their Disaster EBT Card? (Posted on 10/21/2016)

Yes, it will arrive with the cards and clients do need to sign it when assigned a card.

18. Are FEMA payments considered as income? (Posted on 10/22/2016)

No. FEMA payments are considered a reimbursement.

19. What is the purpose of the question in NC FAST asking if there are any disabled individuals in the household? (Posted on 10/22/2016)

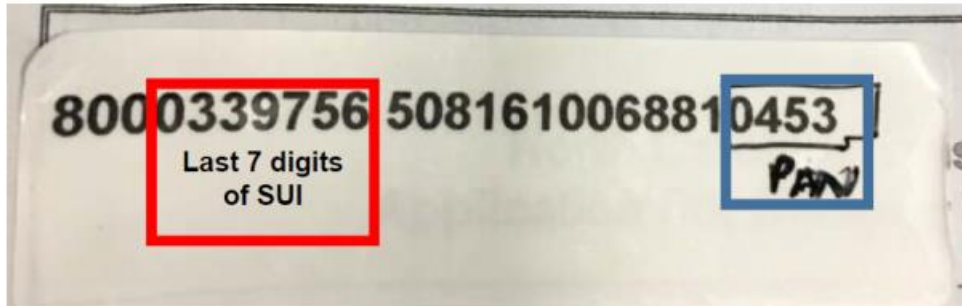
This question determines the resource limit. If answered yes, the household gets the higher resource limit of \$3250. Otherwise, the household will be screened at the lower resource limit of \$2250.

20. Policy Clarification for DFNS section I.C.3. (Posted on 10/22/2016)

Mark though the word "prior". If the FNS unit received normal FNS benefits for October they are ineligible for DFNS. They may be eligible for a replacement, if they lost any October benefits using the regular FNS replacement policy. These households will also receive the automatic mass

supplement that will raise them to the max allotment, as long as they are not already receiving the max allotment.

21. Which number is the SUI and PAN? (Posted on 10/22/2016)



22. Do you use the traditional FNS resource limit when completing the D-FNS application? (Posted on 10/24/2016)

No. Take the applicant's statement of their accessible resources and subtract the stated loss/expenditures from that amount.

23. Will USDA visit counties more than once during the D-FNS application period? (Posted on 10/24/2016)

That is a possibility; USDA will remain in North Carolina through Wednesday, October 26th. USDA may visit an agency several times. In addition to monitoring the D-FNS process, USDA may also look at how agencies continue to provide non-disaster related services.

24. Once USDA approves the second waiver request for the thirteen (13) counties, when will the counties receive the EBT cards? (Posted on 10/25/2016)

The delivery of D-FNS EBT cards for the thirteen counties is scheduled for Wednesday, October 26th. Additional delivery instructions will be forthcoming.

25. What are the suggested hours for agencies to accept D-FNS applications once approved to operate a D-FNS program? (Posted on 10/25/2016)

USDA strongly encourages counties to extend their hours beyond the normal business day.

26. What information should be included in the daily reports that are sent to NC DSS regarding D-FNS? (Posted on 10/25/2016)

USDA requires NC DSS to provide a daily report of information no later than 10:00 am. Counties operating a D-FNS program have a template for completing the report along with the instructions for returning the report to the designated individuals. The report must be submitted by 6:30 pm daily and include the data for that current day's operations. If the agency keys D-FNS application beyond the 6:30 pm deadline, the agency must submit the report no later than 8:00 am the next day. The daily report captures D-FNS data from the start of the day through the end of the same business day.

27. What should be done when a caseworker has questions about the case decision when the application appears otherwise eligible? *(Posted on 10/25/2016)*

Send specific case details to Robert. Cox @dhhs.nc.gov. for his review.

Counties Approved for an Individual Assistance Declaration

10/11/2016	Beaufort, Bladen, Columbus, Cumberland, Edgecombe, Hoke, Lenoir, Nash, Pitt and Robeson,
10/12/2016	Bertie, Johnston, Wayne, and Wilson
10/13/2016	Greene, Harnett and Sampson
10/13/2016	Jones and Gates
10/14/2016	Duplin, Pender, Dare and Hyde
10/18/2016	Craven, Martin, Tyrell and Washington
10/20/2016	Onslow
10/25/2016	Lee, Moore and Wake